GOVERNMENT OF INDIA
ROAD TRANSPORT AND HIGHWAYS
LOK SABHA

STARRED QUESTION NO:114
ANSWERED ON:03.03.2016
Phone Helpline on NHs
Pal Shri Jagdambika

Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

(a) whether all the National Highways in the country have phone helpline for use in case of a medical emergency and if so, the details thereof;

(b) whether there are any stretches of highways which do not have this facility, if so, the details thereof and reasons therefor;

(c) whether the Government plans to cover these stretches with Save Our Soul (SoS) phones in the near future, if so, the details thereof; and

(d) whether the Government has received any complaint with regard to the workability of these phones, if so, the details thereof?

Answer

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) to (d) A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 114 ANSWERED ON 03.03.2016 ASKED BY SHRI JAGDAMBIKA PAL REGARDING PHONE HELPLINE ON NHS.

(a) and (b) The Government has decided to set up "1033" toll free national helpline number for reporting road accidents, and other issues related to National Highways. For this purpose, IHMCL (Indian Highway Management Company Limited) a Company promoted by NHAI has been tasked to setup call centers for national highway helpline.
Accordingly, IHMCL has structured the project in six geographical zones out of which works have been awarded in four zones to following agencies:
â€¢ West Zone − Work awarded. Call Centre set up at Ahmedabad. States covered: Goa, Gujarat, Maharashtra, Rajasthan, Dadra and Nagar Haveli & Daman and Diu.
â€¢ South Zone − Work awarded. Call center set up at Mysore. States covered: Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Telangana, Andaman and Nicobar Island, Lakshadweep & Puducherry.
â€¢ Delhi Zone − Work awarded. Call center set up at Gurgaon. States covered: Delhi, Uttar Pradesh, Uttarakhand & Madhya Pradesh.
â€¢ Chandigarh Zone − Work awarded. Call center set up at Mohali. States covered: Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab & Chandigarh.
â€¢ For Eastern Zone and North Eastern Zone tender has been called.

(c) and (d) There is no coverage on the above stretch with SOS (Save Our Soul) phones.

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